

# Chapter Six: Resources

## Additional Resources To Assist You



# Alternate 9-1-1 Numbers

Many cities now locally process “9-1-1” calls made from cell phones. However, if you are traveling on a freeway or on its on/off ramps, your call may be sent to the California Highway Patrol processing center. Below is a list of direct-dial emergency telephone numbers for Santa Clara County. To avoid delay in service, program these telephone numbers into your cell phone.

CITY	POLICE	FIRE	MEDICAL
Campbell	408-378-8161	408-299-3144	408-299-3325
Cupertino	408-299-3233	408-299-3144	408-299-3325
Gilroy	408-842-0191	408-842-0191	408-299-3325
Los Altos	650-947-2779	408-299-3144	408-299-3325
Los Altos Hills	408-299-3233	408-299-3144	408-299-3325
Los Gatos	408-354-8600	408-299-3144	408-299-3325
Milpitas	408-263-1212	408-998-7212	408-299-3325
Monte Sereno	408-354-8600	408-299-3144	408-299-3325
Morgan Hill	408-779-2101	408-299-3144	408-299-3325
Mountain View	650-968-1661	650-968-4411	408-299-3325
Palo Alto	650-321-4433	650-321-2231	650-321-2231
<b>San José</b>	<b>408-277-8911</b>	<b>408-277-8991</b>	<b>408-277-8991</b>
San Martin	408-299-3233	408-779-4111	408-299-3325
Santa Clara	408-296-2236	408-296-1515	408-296-1515
Sunnyvale	408-736-6244	408-736-6244	408-736-6244
Santa Clara County Sheriff Office	408-299-3233	408-299-3144	408-299-3325
Santa Clara County Fire Department	408-299-3233	408-299-3144	408-299-3325

# Supplies and Information

The following resources are for your information only. No endorsement is implied.

## Earthquake Survival Supplies

<a href="http://www.simplerlife.com">www.simplerlife.com</a>	408-973-1222
<a href="http://www.iprepare.com">www.iprepare.com</a>	707-982-7292
<a href="http://www.earthshakes.com">www.earthshakes.com</a>	650-548-9065
<a href="http://www.earthquakesupplycenter.com">www.earthquakesupplycenter.com</a>	800-728-8531
<a href="http://www.quakekare.com">www.quakekare.com</a>	800-277-3727

Also, check your local hardware or home improvement stores

## Other Related Websites

[www.sanjoseca.gov/emergencyservices](http://www.sanjoseca.gov/emergencyservices)  
[www.abag.ca.gov](http://www.abag.ca.gov) (Go to “earthquakes” and explore)  
[www.oes.ca.gov](http://www.oes.ca.gov)  
[www.redcross.org](http://www.redcross.org)  
[www.usgs.gov](http://www.usgs.gov)  
[www.fema.gov](http://www.fema.gov)  
[www.geo.berkeley.edu](http://www.geo.berkeley.edu)  
[www.pge.com/safety](http://www.pge.com/safety)  
[www.ready.gov](http://www.ready.gov)  
[www.valleywater.org](http://www.valleywater.org) (Sandbag information and more)  
[www.brma.com](http://www.brma.com) (Business Recovery Managers Association)

# Neighborhood Preparedness

The main goal of San José *Prepared!* is to train individuals and families to be self-sufficient after a disaster. San José *Prepared!* graduates also play an important role in helping their neighborhoods to prepare for major emergencies by building and strengthening relationships within their communities.

## **Starting Points**

If you would like to help organize your neighborhood for emergency preparedness, there are some existing networks for you to consider.

- ❖ Find out whether there is a neighborhood or homeowners association already existing in your area.
- ❖ Visit the City's Neighborhood Development Center, which provides neighborhood organizing and mobilization services to all San José communities.

Neighborhood Development Center  
1601 Foxworthy Avenue  
San José, CA 95118  
(408) 723-4114  
[email: ndc@sanjoseca.gov](mailto:ndc@sanjoseca.gov)

Please call the NDC in advance for an appointment before visiting. This is to ensure that staff will be present to answer your questions and provide resources.

## **Steps for Starting and Sustaining a Neighborhood Preparedness Group**

### **Step One: Identify your neighborhood boundaries**

- ❖ Identify a clear, concise area where your “neighborhood” is located.
- ❖ Check resources from the Neighborhood Development Center, etc.

### **Step Two: Establish a meeting time and place**

- ❖ Find a place within your neighborhood where you can meet regularly.
- ❖ Location should be cost-free and accessible by all (e.g., sufficient parking, wheelchair accessible, etc.).
- ❖ Consider schools, churches, community centers, offices, or even a San José *Prepared!* member's home.
- ❖ Find a day and time that works for the majority of the participants — for example: second Thursday or last Wednesday of each month. This will simplify the scheduling process.
- ❖ Encourage people to save the dates on their calendars.

### **Step Three: Contact your neighbors**

- ❖ Face-to-face contact by going door to door is preferred. (Remember, do not put anything inside your neighbors' mailboxes; it is illegal.)
- ❖ Invite your neighbors to a free 2-hour San José *Prepared!* class.

### **Step Four: Hold your first meeting**

- ❖ Organize chairs so that people can see one another.
- ❖ Prepare a sign-up sheet and name tags.
- ❖ Ask people to introduce themselves to one another. Introductions should include where they live and others who are in their households.
- ❖ Be sensitive to cultural differences and individuals with special needs.
- ❖ Snacks and refreshments usually work well in neighborhood meetings.
- ❖ An agenda will help:
  - Establish a focus for each meeting.
  - Document what is being covered and what has not yet been addressed.
- ❖ Set the date and place for your next meeting. Having a recurrent meeting that works for everyone is the best choice.

### **Step Five: Hold regular neighborhood emergency preparedness meetings**

- ❖ Follow a planned agenda.
- ❖ It may take a few meetings before you get a good sense for the actual boundaries of your neighborhood.
- ❖ Allow open discussion; respect everyone's ideas and opinions.
  - Set aside time at each meeting to let people express their concerns and interests.
  - Seek to work out the differences and allow space for each other.
  - If you try to reach consensus prematurely, people may feel pressured and alienated. Those who disagree may not speak up or return.
- ❖ Collect contact information when people join the group.
  - Have sign-in sheets available at each meeting.
  - Track participation so that everyone will know who was present to hear information or make decisions.
- ❖ Plan a system of communication via phone tree or e-mail.
- ❖ Organize your neighborhood with shared leadership (e.g., Block Captains, coordinators, committees).
- ❖ Develop a plan for neighborhood preparedness.
  - Identify resources that your neighborhood would need in a disaster.
  - Take inventory of the current needs and resources.
  - Make a plan to close the gap between what you need and what you have.
- ❖ Conduct training sessions and exercises. Practice your neighborhood emergency plan regularly for improvement.

- ❖ Lead by example; enthusiasm is contagious.
  - Be prepared that people may not be responsive to your invitation at first.
  - Some may be hesitant in meeting new people, getting involved or sharing personal information.
  - A continued presence and commitment from a small core group will attract the interest of others over time.
  - Be true to your own desire and commitment to establish stronger neighborhood connections and others will be inspired.

### **Step Six: Communicate and reach out**

- ❖ Actively plan a system of communication, whether via phone, email, list serve, neighborhood blog, door-to-door, or newsletter.
- ❖ Designate someone to maintain a contact list of attendees.
- ❖ Consider setting outreach target for people to invite their immediate neighbors.
- ❖ Consider posting meeting notices at your neighborhood entrances/exits or key gathering spots.
- ❖ Find ways to reach out to potential new members before meetings. It may be a good idea to introduce a sense of fun through a neighborhood picnic, potluck or party.

### **Step Seven: Share leadership**

- ❖ Delegating assignment to people will help them feel important and useful to the group.
- ❖ Actively seek out involvement from anyone willing to become a leader.

### **Incorporating SEMS into Your Neighborhood Preparedness Effort**

The Standardized Emergency Management System (SEMS) is a system of best practices that was developed as a result of the Oakland Hills fire in 1991. With the passage of SB1841 (Petris) in 1993, all local governments in California must use SEMS in multi-agency disaster response to be eligible for state reimbursement. SEMS has been effectively used in the organization and response of emergencies from the local level all the way up to a Presidentially-declared disaster.

SEMS has five levels of organization:

- ❖ **Field** – On scene responders.
- ❖ **Local** – County, City, or special district.
- ❖ **Operational Area** – Manages and coordinates all local governments and special districts within the geographical boundary of a county.

- ❖ **Region** – Manages and coordinates information and resources among Operational Areas; San José is in one of 3 regions called “Coastal Region.”
- ❖ **State** – Statewide resource coordination integrated with federal agencies.

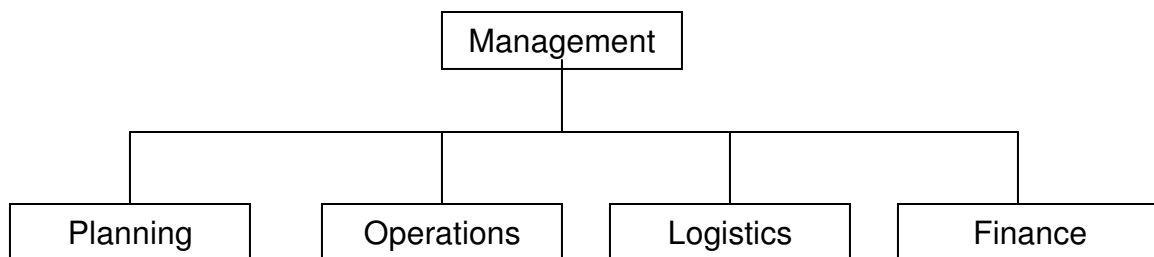
SEMS encompasses the following:

- ❖ **Incident Command System (ICS)** – An emergency response system based on management by objectives.
- ❖ **Multi-Agency Coordination** – Affected agencies work together to coordinate allocation of resources and emergency response; cooperation instead of competition.
- ❖ **Mutual Aid** – A system for obtaining additional resources from non-affected jurisdictions; in place since November, 1957.
- ❖ **Operational Area** – County and geopolitical entities (e.g., VTA, schools, SCVWD) coordinate damage information, resource requests, and emergency response.

The Incident Command System (ICS) is a component of SEMS that is based upon a flexible, scalable response organization providing a common framework within which people can work together effectively. It can be readily incorporated into your neighborhood emergency preparedness effort.

ICS is broken down into five functions:

- ❖ **Management** – Provides overall direction and sets priorities for the emergency.
- ❖ **Planning** – Gathers and assesses information.
- ❖ **Operations** – Implements priorities established by management.
- ❖ **Logistics** – Obtains resources to support operations.
- ❖ **Finance** – Tracks all costs related to operations.



The ICS is increasingly applied to events both in emergency management and non-emergency settings. You can organize members of your neighborhood into the ICS framework to delegate assignments and increase productivity.



# Pandemic Influenza

## Definition

Pandemic influenza occurs when a brand new influenza virus appears to which the human population has little or no immunity. It can be easily spread from person to person, causing serious illness, across the country and around the world in a short period of time. It is not the same as seasonal or avian (bird) flu.

## Common flu symptoms

Influenza usually starts suddenly and may include the following:

- ❖ High fever
- ❖ Headache
- ❖ Tiredness
- ❖ Cough
- ❖ Sore throat
- ❖ Runny or stuffy nose
- ❖ Body aches
- ❖ Diarrhea and vomiting (especially among children)

## Preventative Measures

- ❖ Wash hands often, with soap and water, or an alcohol-based cleaner.
- ❖ Practice proper cough and sneeze etiquette: cover coughs and sneezes with a tissue or into a sleeve (in the crook of the arm).
- ❖ Isolation: Separate people who are ill from others who are healthy; restrict their movements to stop the spread of the illness.
- ❖ Quarantine: Separate and restrict the movement of those who, while not yet ill, have been exposed to an infectious agent and therefore may become infectious.
- ❖ Social Distancing: May involve closing schools and canceling large public gatherings (concerts, sporting events, etc.).